

**Inquiry Reasons
For 1/1/2009 - 4/1/2009**

Utility Type	Inquiry Reasons	No. of
Cellular		
	Billing	11
	Disconnection	1
	Rates/Policies	7
	Service quality/repair	5
		Total 24
Competitive Local Exchange Carrier		
	Billing	5
	Disconnection	2
	Line extension/upgrade charge	2
	Rates/Policies	6
	Refusal to provide service	1
	Service Outage	5
	Service quality/repair	10
	Slamming	2
		Total 33
Customer-Owned Coin Operated Telephones (COCOTs)		
	Disconnection	1
		Total 1
Gas Distribution Companies		
	Billing	32
	Deposit	2
	Disconnection	10
	Rates/Policies	11
	Refusal to provide service	2
	Safety	1

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Utility Type	Inquiry Reasons	No. of
	Service Outage	1
	Service quality/repair	3
		Total 62
Intrastate Gas Pipeline Companies		
	Billing	1
	Disconnection	2
	Refusal to provide service	1
	Service quality/repair	1
		Total 5
Investor-Owned Electric Utilities		
	Billing	122
	Deposit	13
	Disconnection	33
	Rates/Policies	40
	Refusal to provide service	10
	Safety	12
	Service Outage	148
	Service quality/repair	15
		Total 393
Investor-Owned Water Companies		
	Billing	10
	Disconnection	9
	Rates/Policies	2
	Service quality/repair	2
		Total 23
Local Exchange Carriers		

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Utility Type	Inquiry Reasons	No. of
	Billing	80
	Disconnection	5
	Line extension/upgrade charge	4
	Product Services	2
	Rates/Policies	58
	Refusal to provide service	21
	Safety	9
	Service Outage	27
	Service quality/repair	86
	Total	292
Long Distance Carriers		
	Billing	4
	Rates/Policies	2
	Service quality/repair	1
	Slamming	7
	Total	14
Operator Services		
	Rates/Policies	1
	Total	1
Rural Electric Cooperative Corporation		
	Billing	205
	Deposit	1
	Disagree	1
	Disconnection	23
	Line extension/upgrade charge	1
	Rates/Policies	19
	Refusal to provide service	1

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Utility Type	Inquiry Reasons	No. of
	Safety	3
	Service Outage	349
	Service quality/repair	6
	Total	609
Sewer Utilities		
	Billing	2
	Disconnection	1
	Rates/Policies	1
	Service quality/repair	1
	Total	5
Water Associations		
	Billing	3
	Disconnection	1
	Line extension/upgrade charge	1
	Service quality/repair	2
	Total	7
Water Districts		
	Billing	14
	Disagree	2
	Disconnection	9
	Rates/Policies	3
	Refusal to provide service	4
	Service Outage	16
	Service quality/repair	6
	Total	54
	Grand Total	1523